

HEWLETT-PACKARD COMPANY
Intellectual Property Administration
P. O. Box 272400
Fort Collins, Colorado 80527-2400

PATENT APPLICATION
ATTORNEY DOCKET NO. 10004623-1

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): David M. Payne

Confirmation No.:

Application No.: 09/874,082

Examiner: Saeid Ebrahimi Dehkordy

Filing Date: 6/4/2001

Group Art Unit: 2626

Title: Network-based Technical Support and Diagnostics

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MAR 29 2005

Mail Stop
Commissioner For Patents
PO Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER FOR RESPONSE/AMENDMENT

Sir:

Transmitted herewith is/are the following in the above-identified application:

| | |
|---------------------------------|--|
| (X) Response/Amendment | () Petition to extend time to respond |
| () New fee as calculated below | () Supplemental Declaration |
| (X) No additional fee | |
| () Other: _____ | (fee \$ _____) |

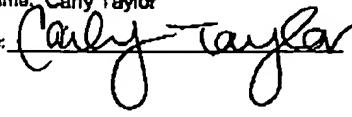
| CLAIMS AS AMENDED BY OTHER THAN A SMALL ENTITY | | | | | | |
|--|--|------------------------|--|-------------------------|---|---------------------------|
| (1) FOR | (2) CLAIMS REMAINING AFTER AMENDMENT | (3) NUMBER EXTRA | (4) HIGHEST NUMBER PREVIOUSLY PAID FOR | (5) PRESENT EXTRA | (6) RATE | (7) ADDITIONAL FEES |
| TOTAL CLAIMS | | MINUS | | = | X 50 | \$ |
| INDEP. CLAIMS | | MINUS | | = | X 200 | \$ |
| [] FIRST PRESENTATION OF A MULTIPLE DEPENDENT CLAIM | | | | | + | \$ |
| EXTENSION FEE | 1ST MONTH | | 2ND MONTH | 3RD MONTH | 4TH MONTH | \$ |
| | | | | | | |
| | | | | | OTHER FEES | \$ |
| | | | | | | |
| | | | | | TOTAL ADDITIONAL FEE FOR THIS AMENDMENT | \$ |

Charge \$ 0.00 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

Respectfully submitted,

(X) I hereby certify that this paper is being transmitted
to the Patent and Trademark Office facsimile
number (703) 872-9308 on March 29, 2005
Number of pages:

Typed Name: Carly Taylor

Signature: 


David A. Morasch

Attorney/Agent for Applicant(s)
Reg. No. 42905

Date: March 29, 2005

Telephone No.: (509) 324-9268

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Application Serial No.09/874,082
Filing Date06/04/2001
InventorshipPayne et al.
5 Applicant.....Hewlett-Packard Company
Group Art Unit2626
ExaminerS. Ebrahimi Dehkordy
Attorney's Docket No.10004623-1
Title: Network-based Technical Support and Diagnostics

10 **RESPONSE TO OFFICE ACTION DATED JANUARY 3, 2005**

15 To: Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

From: David A. Morasch
(509) 324-9256 ext. 210
Hewlett-Packard Company
Intellectual Property Administration
20 P.O. Box 272400
Fort Collins, CO 80527-2400

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